

Contract Care Coordination Demonstration Program

Sustaining Partnerships, Managing Costs and Increasing Efficiency: VHA's Agenda for Today and Tomorrow

In an effort to include Industry and Academia in the collaboration phase of the Contract Care Coordination Demonstration program, VHA is requesting that interested partners submit corporate capability statements to Donald.Monaco@va.gov . VHA has also developed a draft set of objectives to meet the intent of Public law 109-114. VHA is specifically soliciting your input on these or other objectives you may suggest. Please only respond to questions that are applicable to your experience and business line. You are requested to indicate if your response contains proprietary information that you do not want to share outside of the VHA and its consultants.

1. VHA specifically solicits your input for:
 - Increase the efficiency of VHA processes associated with purchasing care from commercial or other external sources
 - Reduce the rate of cost growth associated with purchased care
 - Implement management systems and quality processes that make contracted providers virtual high quality extensions of the VHA
 - Control administrative costs and limit administrative cost growth to a rate less than that experienced in cost of care
 - Enhance net collections of revenues earned through provision of care
 - Increase enrollee satisfaction with VHA services
2. If you are a current VHA affiliated or contracted provider or business partner, what “lessons learned” or recommendations can you share to help VHA become a better business partner? Please highlight business capabilities/processes that VHA needs to develop or refine to achieve this goal.
3. What guidance would you offer VHA in developing a comprehensive, cost-effective, high quality provider network while ensuring the continuance of long-standing local affiliate and contract relationships? Please provide your suggestions for specific contract requirements and performance standards.
4. Where VA requires an expanded provider network, what would you advise regarding best strategies for scoping, designing and securing provider networks? Please address opportunities and obstacles for risk, shared savings, use fees, leased network arrangements or some combination of the above.
5. For authorized services referred to a contracted network, what should be the contractor's role in assisting patients with actually making an appointment with a network provider.
6. How essential to program effectiveness and network sustainment is the establishment of fiscal intermediary or contractor claims processing arrangements?
7. The VA needs to improve collections from third parties. These collections can arise from VA provision of services or coordination of benefits where other health insurance should be primary. Based on your experience, what are the critical processes/capabilities for coordination of benefits and third party collections?

- How should VHA write the requirement and what are your suggestions for performance standards
8. How would you characterize the optimum relationship between a supporting contractor and the government? What specifically can/should be done to foster such a relationship?
 9. What is your experience with facility optimization programs that provide critical staff or medical resources that improve the overall capacity of hospitals that would be of interest to the veteran community? Please provide suggestions for contract requirements and performance standards
 10. What is your experience with increasing the efficiency of specialty referral processes to include authorization, benefit determination, referral and data sharing that would/should be of interest to the veteran community?
 11. The VHA contemplates developing a global contract with a single entity to recommend and contract for one or more of the following: disease and case management, lifestyle improvement programs that can improve care, reduce costs and increase member satisfaction. Again, please comment on appropriate contract requirements and performance standards
 12. What three questions or issues were not addressed or offered in this question set that you believe should be part of our deliberations based on your experience and VHAs goal?